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AUTHOR	Dietzen, Sandra
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ABSTRACT

Public school systems respond to a constant parade of requests from individuals or organizations who want to know details about the schools. The Austin Independent School District Department of Information Management has established formal procedures for analyzing all information requests. All requests for fiscal year July 1990 to June 1991 are described in this report (each request is described as to who made the request, what was requested, name of staff member handling the request, and the action taken). All survey requests are reviewed by an information services committee and sent to the Department of Information Management, where they are recorded and assigned to the appropriate staff member. Out of 147 requests received during the period, 73 received completed mailed responses, 8 were refused, 35 received no response, and 31 received research applications. The advantages of such a detailed analysis of requests are: most requests receive some response; a central file is created which can be used to handle future requests and plan future data collection; and since a committee reviews and determines whether certain requests should be processed or denied, a consistency in judgment is possible thus providing a way to establish a needed priority on politically sensitive requests. A major disadvantage is that someone has to receive the requests, assign them, and follow up on each. (LMI)

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Surveys from Extant Records

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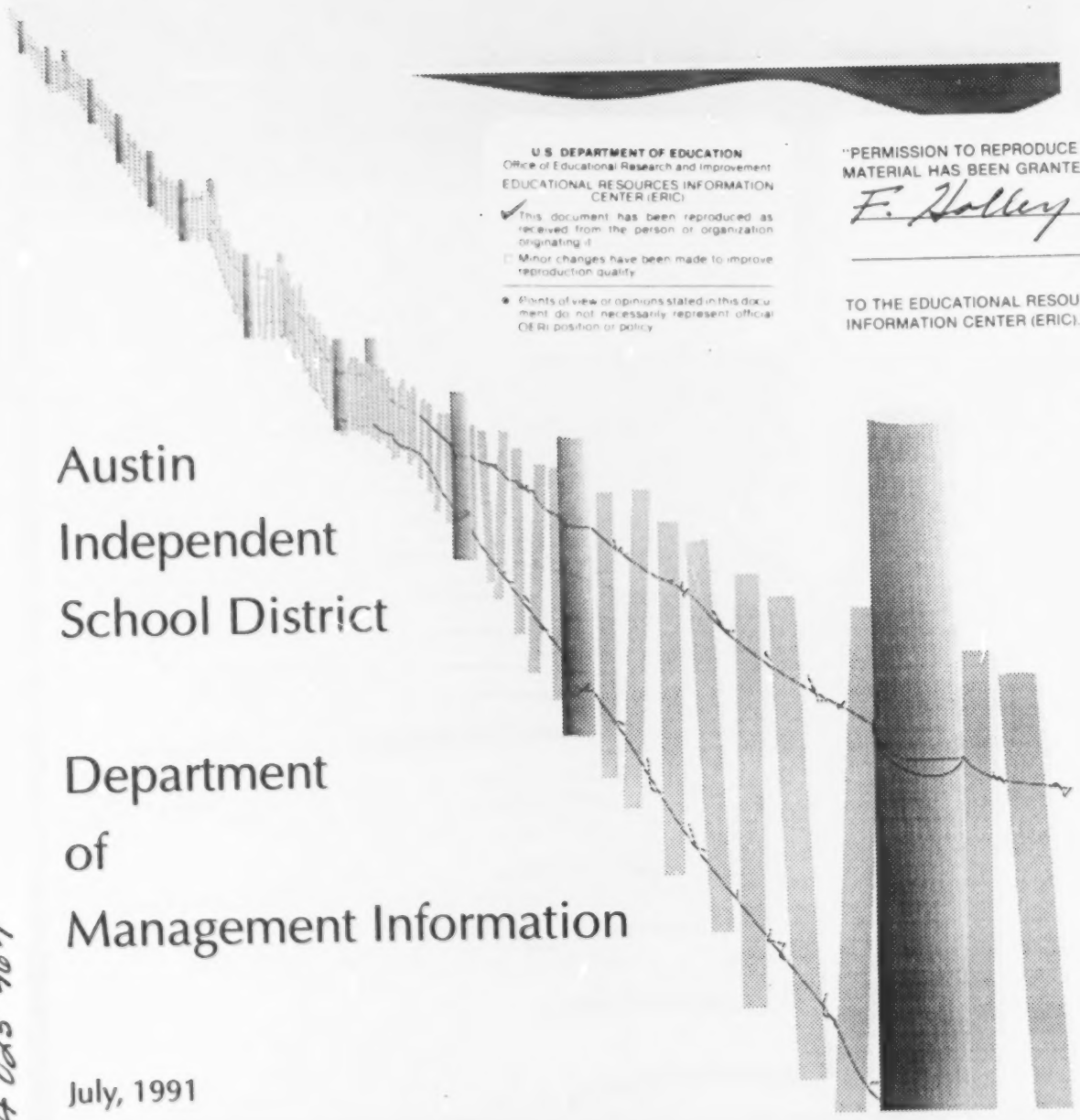

Austin Independent School District

Department of Management Information

July, 1991

EA 023 464

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Surveys from Extant Records, 1990-91

Executive Summary

Austin Independent School District
Department of Management Information

Author: Sandra Dietzen

Program Description

AISD established an internal Information Services committee seven years ago to oversee and coordinate the information needs of the District. The assistant superintendents and directors of all departments that frequently collect or use data are on the committee. One of the functions of this committee is to review information requests, other than research applications. Our six year-old procedure for responding to survey requests is to send all requests to the Department of Management Information (within which reside the Office of Research and Evaluation, Data Services, and Student Records and Reports), where each is logged in and assigned to the appropriate person. If the information requested is on hand in the Department of Management Information in an acceptable format, the request is filled immediately rather than being assigned.

Information Services Committee, 1990-91

- Jetta Todaro, Chair
- Charles Akins
- Terry Bishop
- James Gandy
- David Hill
- Lee Laws
- Glynn Ligon
- Jose Lopez
- Jeff Prescott
- La Vonne Rogers
- David Schenkel
- Paul Schooter

Major Findings

From July 1, 1990 through June 30, 1991, the following requests/responses were processed.

• Requests Received	147
• Completed Responses Mailed	73
• Declined	43
• Other	31
• **TOTAL**	**147**

The advantages of this procedure for requests from extant records include the following:

- **Most requests receive some response** even if it is merely to say no one can respond.
- **A central file is available** of all requests and the data provided. Some future requests will be answered from the file rather than by a staff member. At the least, the District has a collection of the types of requests received and can plan future standard data collection and reporting to include frequently referenced data.

The Information Services Committee reviews and determines whether certain requests should be processed or denied. Most requests are straightforward, but some require extensive effort or are irrelevant to the District. Rather than requests being judged by whoever opens the mail, some consistency in judgments is possible. This can place needed priority on politically sensitive requests or save staff time responding to insignificant requests.

The major *disadvantage* is that someone has to receive the requests, assign them, and follow up on each. Overall, the advantages are outweighing this disadvantage in AISD.

SURVEYS FROM EXTANT RECORDS

Coordinated by the
Information Services Committee
Austin Independent School District
1990-91

Public school systems respond to a constant parade of requests from those who want to know details about the schools. The public schools must balance their obligation to respond to these requests with their obligation to protect staff and instructional time. All this must occur within the boundaries of open records and confidentiality laws. Because staff in both the central office and the schools have little time to screen the large number of requests that go their way, central screening with some straightforward guidelines can not only protect limited instructional and staff time, but also improve the quality of the information provided.

Because our school district is in such close proximity to state governmental agencies, we, the hometown school, seem always to be selected for piloting forms, reports, surveys, and tests. We also receive requests from national organizations and companies, other school districts, and graduate students.

Many information requests require no new data collection from original sources such as student testing, surveying, or records collection. However, few ask for data in the format it already exists; thus, staff are required to rearrange information into another person's format. Most of these requests are in the form of surveys of personnel, finance, enrollment, and curriculum status.

Management Procedure

AISD established an internal Information Services Committee seven years ago to oversee and coordinate the information needs of the District. The assistant superintendents and directors of all departments that frequently collect or use data are on the committee. One of the functions of this committee is to review information requests, other than research applications. All requests are sent to the Department of Management Information (within which reside the Office of Research and Evaluation, Data Services, and Student Records and Reports), where each is logged in and assigned to the appropriate person. If the information requested is on hand in the Department of Management Information in an acceptable format, the request is filled immediately rather than being assigned. Page 3 is a summary of the requests processed in the 12-month period of July 1, 1990 through June 30, 1991.

INFORMATION SERVICES COMMITTEE
SUMMARY

Information Requests Received
July 1, 1990 through June 30, 1991

REQUESTS RECEIVED:		147
Completed Responses Mailed:	73	
Refused:	8	
No Response:	35	
Research applications sent:	31	
Pending:	0	
TOTAL:	147	

Key: Descriptors used to code requests/responses in Attachment A

- Completed
- Refused (decision made not to participate)
- No Response
  - (1) Nothing from AISD person (deadline more than one month past)
  - (2) AISD person/staff had no time for completion
  - (3) Information not available
  - (4) Not assigned
- Research application sent
- Pending (deadline less than one month past)
- L = Letter sent
- TC = Telephone call

Although many governmental or other agency information requests (i.e., NIE, ERS, state education agencies) do require staff to collect some new data or to test students, these requests are most often handled as surveys from extant records as described. If the extent of the data collection is large, then the request is considered a research project. In a few cases, a formal application is waived for these agencies.

The advantages of this procedure for requests from extant records include the following:

Most requests receive some response even if it is merely to say no one can respond.

A central file is available of all requests and the data provided. Some future requests will be answered from the file rather than by a staff member. At the least, the District has a collection of the types of requests received and can plan future standard data collection and reporting to include frequently referenced data.

The Information Services Committee reviews and determines whether certain requests should be processed or denied. Most requests are straightforward, but some require extensive effort or are irrelevant to the District. Rather than requests being judged by whoever opens the mail, some consistency in judgments is possible. This can place needed priority on politically sensitive requests or save staff time responding to insignificant requests.

The major disadvantage is that someone has to receive the requests, assign them, and follow up on each. Overall, the advantages are outweighing this disadvantage in AISD.

Other Requests

However, there are additional requests made to District personnel that are not recorded in this report. For example, many colleges go directly to high schools with requests for the names and addresses of juniors who are in the top quarter of their class. Such lists are used by the colleges to contact prospective students, to provide these high school students with career opportunities information, to solicit applicants for scholarships, etc. Among numerous other examples of requests to the District which are not reflected in this report are inquiries from families moving to Austin. They often contact various offices of the District for information about AISD. The Director of Communications, the Office of Student Records and Reports, and the Office of Research and Evaluation are among AISD offices that are contacted by these new families. Many of these requests are made by telephone.

Still other examples of requests received during 1990-91 but not recorded in this report are:

- The Office of Research and Evaluation received and filled 319 requests for copies of 27 papers presented at the annual meeting of the American Educational Research Association; these are in addition to an undocumented number of copies distributed during the meetings. Also 237 requests for copies of 63 ORE publications were received and filled this year.

- The Department of Management Information filled 9 non-AISD requests for printouts/mailing labels of students or employees. A charge is made for this service.

- The Department of Management Information also filled 12 requests for copies of the printout of the AISD Staff Directory, 1990-91. A Staff Directory printout may be purchased for $5.00.

ATTACHMENTS

A. Information Requests Received July 1, 1990 through June 30, 1991

B. Form Memo sent to AISD Staff Member Assigned to Respond

C. Form Letter Sent with AISD's Response

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
July 6-26, 1990		
1. Cleveland City Schools - Comparative Data on School District	Glynn Ligon	Completed 7-18-90
2. Indiana University - Superintendent Preparation Survey	Gonzalo Garza	Refused
3. Dr. Jeanne Beck - Survey on Use of a Video for Parents of At-Risk Students		No Response
4. Greater Austin Chamber of Commerce - Public School Fact Sheet	Glynn Ligon	Completed 7-09-90
5. AASA Office of Government Relations - Survey of School Facility	Curt Shaw	No Response
6. Curriculum Information Center - Public School Information	Glynn Ligon	No Response
7. Task Force on State and Local Drug Control - Drug Education	David Duty	Completed 7-17-90
8. Curriculum Information Center - School Building Information	Glynn Ligon	Completed 7-27-90
August 2-29, 1990		
1. District of Columbia Public Schools - Survey of Research and Evaluation Units	David Wilkinson	No Response
2. Northside Independent School District - Grants Acquisition Survey	Ann Cunningham	Completed 8-20-90
3. School and College - Census Data for School Administrators	Glynn Ligon	Completed 8-07-90
4. Vista Consulting - CRWTH End-User Computing Survey Questionnaire		No Response

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
August 2-29, 1990 (cont'd)		
5. Association for Supervision - ASCD International Polling Panel - Research and Information Survey	Glynn Ligon	Completed 8-24-90
6. Texas Education Agency - Principal Survey - 1990	Linda Frazer	No Response
7. David R. Tyson - Survey Concerning Privately Owned Companies and Their Services to Public Schools	Glynn Ligon	Completed 8-29-90
September 10-25, 1990		
1. Texas Correctional Industries - Data Entry Survey 1990	Sherry Fayard	Completed 9-20-90
2. Legislative Council of The University Interscholastic League - University Interscholastic League 1990 Superintendents' Survey	David Hill	No Response
3. Educational Research Service - National Survey of Salaries and Wages in Public Schools	Paul Shooter	Completed 9-28-90
4. Texas Education Agency - Fall Survey of Campuses With 66% or More Minority Students	James Gandy	Completed 11-1-90
5. Texas Education Agency - Survey of ADA and Tax Collections	James Gandy	Completed 9-18-90
6. Harding Township School - Reward Programs for Teachers in Public School Districts	Paul Shooter	Completed 9-26-90
7. Texas School Law News - Survey on Insurance Company That Underwrites the Coverage for AISD Legal Disability Insurance	Gary Davis	No Response

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
September 10-25, 1990 (cont'd)		
8. Applied Research, CTB Macmillan/McGraw-Hill - CTB Norming - Spring and Fall 1991	Evangelina Mangino	Refused
9. Northern Trails Area Education Agency - F.I.N.E. Project for Area Two Schools		No Response
10. Texas Association of School Administration - Superintendent Salary Survey and Salaries and Benefits in Texas Public Schools 1990-91	Paul Shooter	Completed 10-10-90
October 3-17, 1990		
1. The State of Texas House of Representatives Committee on Public Education - House Public Education Committee Survey on Instructional Personnel, Athletics Personnel and Their Teaching Assignments	Paul Shooter	No Response
2. Lamar University - Lamar University Statewide Research on Gifted and Talented	Bobbie Sanders	No Response
3. Cobb County Public Schools - In-House Attorney Survey for Selected Superintendent	Glynn Ligon	Completed 10-03-90
4. Texas Correctional Industries - Microfilm Survey 1990	James Gandy	Completed 10-10-90
5. Educational Research Service - Local School Budget Profile, 1990-91	Jon Graswich	Completed 12-10-90
6. Abt Associates, Inc. - Study of Chapter 1	Ambrosio Melendrez	No Response
7. Sam Houston State University - Early Childhood Questionnaire	Timy Baranoff	Completed 10-15-90

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
October 3-17, 1990		
8. CTB Macmillan/McGraw-Hill - Performance Assessment Questionnaire	Glynn Ligon	Completed 10-12-90
9. Austin-Travis County Health Department - Immunization Information for Students	Mike Read	Completed 2-07-91
10. Chase Education Finance - High Schools Information	David Hill	Completed 10-31-90
11. Colorado Springs Public Schools - Authenticity in Assessment Practices	Glynn Ligon	Completed 10-17-90
November 1-30, 1990		
1. Bureau of the Census - Annual Survey of Government Employment October 1990 - School Systems	Paul Shooter	Completed 11-19-90
2. The National Research Center for College and University Admissions - Survey of Students About College, Career, and Financial Aid Information	Gloria Williams	No Response
3. Southwest Texas State University - Survey on Number of Male Early Childhold and Elementary Teachers in the District	David Schenkel	Completed 11-30-90
4. Bureau of the Census - School Staffing Survey	Summitt, Blackshear, Casis, Crockett, and Porter Schools	Completed 12-01-90
5. Northern Trails Area Education Agency - F.I.N.E. Project District Questionnaire		Refused
6. Austin Community College - Salary Survey	Paul Shooter	Completed 11-21-90
7. Texas Correctional Industries - Toner Cartridge Survey	Glynn Ligon	Completed 11-16-90

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
December 3-13, 1990		
1. Pedernales Electric Cooperative, Inc. - Various Information on AISD	Glynn Ligon	Completed 01-10-91
2. Brian S. Baxter - Survey on Safe Schools	Pat Fuller	No Response
3. National School Boards Association - NSBA Large District Forum Directory Data 1991	James Gandy Wanda Nievar	Completed 12-07-90
4. Texas Education Agency - District Survey Questions Update of the Long Range Plan for Technology		No Response
5. The Psychological Corporation - Tryout Program for the Metropolitan Achievement Test 7th Edition (MAT 7)	Evangelina Mangino	Completed 01-08-91
6. Joyce Schaeffer - Parent Involvement at the Secondary Level		No Response
7. Bureau of the Census - Schools and Staffing Survey - Teacher Demand and Shortage Questionnaire for Public School Districts, 1990-91	Paul Shooter Al Suttles James Gandy	Completed 01-16-01
January 1-31, 1991		
1. Texas Education Agency - District Survey Questions, Update of the Long Range Plan for Technology	Leslie Cohen	No Response
2. Texas Transportation Institute - Texas Transportation Energy Data Usage	Dan Roberts	No Response
3. Fairbank, Bregman & Maullin, Inc. - National School Districts Survey	Paul Shooter	Completed 01-08-91

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
January 1-31, 1991 (cont'd)		
4. Bureau of the Census - Schools and Staffing Survey, Public School Administrator Questionnaire, 1990-91	Blackshear	Completed 01-16-91
5. Paine Webber - Survey of MIS Attitudes	Glynn Ligon	Completed 01-07-91
6. Placement Services - Information Files on State School Systems	Paul Shooter	Completed 01-09-91
7. Austin Area Urban League, Inc. - District Superintendent Opinion Survey	Gonzalo Garza	Completed 01-10-91
8. Texas Association of School Administrators - TASA Survey on Career Ladder	David Schenkel	No Response
9. Texas Association of School Administrators - Alternative Motor Fuels for Bus Fleet	Dan Roberts	Completed 01-16-91
10. Metropolitan Public Schools - Salary Information Regarding Certified and Non-Certified Staff	Paul Shooter	Completed 01-16-91
11. Texas Education Agency - National School Radon Survey	Curt Shaw	No Response
12. Fort Worth ISD, Psychological Services Department - Information on Salaries and Contract Lengths	Paul Shooter	Completed 01-22-9
13. National Education Association - 1990-91 Survey for Overseas Dependents' School	Paul Shooter Al Suttles Timy Baranoff	Completed 03-19-91

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
January 1-31, 1991 (cont'd)		
14. CTB Macmillan/McGraw Hill - California Achievement Tests, Fifth Edition Item Tryout		Refused
15. Center for Disease Control - National School-Based Youth Risk Behavior Survey		Refused
16. The University of North Carolina at Charlotte - Survey on the Education of Homeless Children and Youth	James Gandy	Completed 02-05-91
17. Austin Community College - Salary Survey	Paul Shooter	Completed 01-30-91
February 1-25, 1991		
1. Texas Education Agency - Academic Achievement Record Survey	Gloria Williams	No Response
2. Eastern Washington University - Evaluative Criteria and Probation Study	Paul Shooter	Completed 02-19-91
3. Norfolk Public Schools - Safety/Security Questionnaire	Pat Fuller	Completed 02-06-91
4. Texas Education Agency - Data Request for Study on Dyslexia		Refused
5. Corporate Child Development Fund for Texas - Texas Survey of School-Age Child Care/IA	Estelle Brooks	Completed 03-19-91
6. Research Triangle Institute - Study of the School Uses of Television and Video	James Gandy Jim Ullrich	Completed 03-08-91

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
February 1-25, 1991 (cont'd)		
7. Capital Area Workforce Alliance - ISD Cable Survey	Jim Ullrich	Completed 02-19-91
8. Milton Brown - Questionnaire on AISD	Paul Shooter Evangelina Mangino	Completed 02-20-91
9. Magnolia ISD - Prekindergarten Three-Year-Old and Four-Year-Old Questionnaire	Glynn Ligon	Completed 02-19-91
10. City of Austin - Salary Survey - 1991 Organization Profile	Paul Shooter	Completed 02-22-91
11. Dallas ISD - Salary Survey 1990-91	Paul Shooter	Completed 02-22-91
12. University of Texas Health Science Center at Houston - Youth Risk Behavior Study		Refuses
13. U. S. Department of Labor - Secretary's Commission on Achieving Necessary Skills Survey	Bonnie Hamill	Completed 03-08-91
March 19-27, 1991		
1. National Education Association - Sampling Process for Status of the American Public School Teacher Survey		No Response
2. National Association of Partners in Education - National School District Partnership Program Survey - Fall 1990	Emma Lea Mayton	Completed 03-25-91
3. Greater Austin Chamber of Commerce - General Information on AISD	Jeff Prescott	Completed 03-22-91

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
March 19-27, 1991 (cont'd)		
4. National Education Longitudinal Study - Tracking of Students Previously in NELS Research	Dorothy Orebo David Kernwein	Completed 03-26-91
5. Greater Austin Chamber of Commerce - 1991 Confidential Compensation and Benefits Survey for Austin, TX	Paul Shooter	Completed 03-25-91
6. Science Research Associates - SRA Course Development Priority Survey		No Response
7. Bureau of Business Research, University of Texas - 1991 Austin Metropolitan Area Business Survey		No Response
April 2-30, 1991		
1. Department of Health and Human Services - Disability Symposium Survey	Donna Knapp	Completed 04-03-91
2. Cheryl Yenzer - AISD Resources to Meet Social, Emotional, and Counseling Needs of Children	Johnny Brown	Completed 04-08-91
3. National Evaluation Systems, Inc. - Job Analysis Survey of the Test Development Process for the Examination for the Certification of Educators in Texas (ExCET)	Paul Shooter	Completed 04-25-91
4. U. S. Department of Education - Survey on Safe, Drug-free, Disciplined Schools	Bernard Riesold	Completed 04-04-91
5. The Danforth Foundation - Survey for Future Directions Advisory Committee		No Response

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
April 2-30, 1991 (cont'd)		
6. Gammon Elementary School - Information on Elementary School Student Mobility		No Response
7. Paine Webber Incorporated - Survey of MIS Attitudes		No Response
8. U. S. Department of Education - District Survey on Safe, Disciplined, and Drug-free Schools	David Duty	Completed 06-06-91
9. Texas Comprehensive School Health Initiative - Preliminary Survey of Employee Wellness Program in Texas		No Response
10. Phi Delta Kappa and the Center for Evaluation, Development and Research		No Response
May 3-31, 1991		
1. Texas Southern University - Resources on the Educational Issues of Urban Minority Populations		No Response
2. Human Resources Management Department, Travis County - Travis County Salary Survey Questionnaire	Paul Shooter	Completed 05-03-91
3. Texas Employment Commission - Occupational Employment Report for Elementary and Secondary Schools	Paul Shooter	Completed 05-13-91
4. Educational Research Service - Methods of Scheduling Salaries for Principals and Extra Pay for Extra Duty of Teachers Study	Paul Shooter	Completed 05-06-91

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
May 3-31, 1991 (cont'd)		
5. Elena J. Scambio - A National Study of Selected Criteria and the Perceptions of State Chief School Officers, Urban, and Non-Urban Public School Superintendents for Improving Teacher Excellence Through Staff Development Practices	Glynn Ligon	Completed 05-10-91
6. Downing School, Runnemede, NJ - Great Mail Race, Second Grade Class at Downing School	Della May Moore	Completed 05-13-91
7. American Association of School Administrators - Survey of School District Energy Usage		No Response
8. CTB Macmillan/McGraw Hill - Fall 1991 CAT/5 Norming Study		Refused
9. Austin Area Urban League, Inc. - Numbers and Percentages of At-Risk and Overage Students by Grade	Linda Frazer	Completed 05-16-91
10. IBM - Customer Satisfaction Survey	Glynn Ligon	Completed 05-14-91
11. Texas A&M University - Survey of Leaders on Accountability, Quality, and Purposes of Education	Glynn Ligon	Completed 05-31-91
June 12-30, 1991		
1. City of Austin - 1991 Executive Survey	Paul Shooter	Completed 06-11-91
2. Capitalines - 1991-92 Capitalines Reader Poll		No Response
3. Paine Webber Incorporated - Survey of MIS Attitudes		No Response

INFORMATION SERVICES COMMITTEE

Information Requests Received
July 1, 1990 through June 30, 1991

Request	Person Assigned	Action
June 12-30, 1991 (cont'd)		
4. Genesis Research Associates - Opinion and Usage Survey - Computers		No Response
5. Texas A&M University - A Questionnaire for Analyzing the Competencies of the Mentor Teacher	Various Schools	Completed 06-20-91
6. Bergstrom AFB - 1990-91 AISD Vital Statistics	James Gandy	Completed 07-01-91
7. Deloitte & Touche - Automated Systems Survey, Public School Districts		Refused

ATTACHMENT B

AUSTIN INDEPENDENT SCHOOL DISTRICT
Department of Management Information

March 20, 1991

TO: Emma Lea Mayton

FROM: Glynn Ligon

SUBJECT: Survey from National Association of Partners in Education

The attached request for information appears to be appropriate for you to answer. Please indicate below the action which you take and return this memo and the completed or uncompleted information request to me.

Thank you.

TO: Glynn Ligon

FROM: Emma Lea Mayton

☐ I have compiled the information requested and am sending it to the Department of Management Information.

☐ I am returning the request uncompleted because

_____ I do not have the information.

_____ I do not have the time/resources to provide the information.

☐ I suggest that this request be sent to

_____

_____

Austin Independent School District

Department of Management Information

May 3, 1991

Mr. Eric V. Young, Director
Human Resource Management Department
Travis County
P. O. Box 1748
Austin, TX 78767

Gentlemen:

The information you requested is attached.

Please share with us the results of your work.

Sincerely,

Glynn Ligon, Ph.D.
Executive Director
Department of Management Information

GL:sd

Enclosures

1111 West 6th Street Austin, Texas 78703-5399 512/499-1700

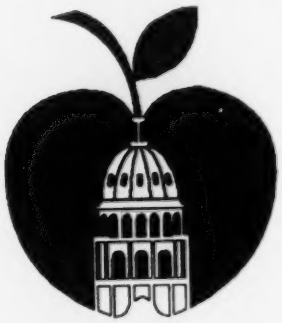
Austin Independent School District

Department of Management Information

Dr. Glynn Ligon, Executive Director

Author:

Sandra Dietzen



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